

TELECOMMUNICATIONS BULLETIN

March 19, 2006
CMS 07- 11

Bureau of Communication
and Computer Services

From:

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Customer Solution Center

Telecommunications Service Requests: Reduction of Paper

The CMS Customer Solution Center (CSC) encourages a more paperless environment and would like to eliminate the four-part carbonless Telecommunications Service Request (TSR) form; thus, no copy would be returned to the agency Telecommunications Coordinators.

Prior to implementing any changes, we ask for your input. If your agency currently uses the four-part carbonless form (white, pink, yellow, and gold), please complete and return the attached questionnaire by Monday, April 2, 2007. You may respond electronically to alex.jones@illinois.gov or you may mail the questionnaire to:

Customer Solution Center
Attn: Alex Jones
120 West Jefferson - 2nd Floor
Springfield, IL 62702

If your agency sends only the white TSR copy for processing, no questionnaire is needed.

We greatly appreciate your cooperation in reviewing the need for the return of TSR copies and your answers to the brief questionnaire.

For more information...
visit our website at
www.state.il.us/cms/telecom

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TSR Questionnaire—return by Monday, April 2, 2007

Return to: Customer Solution Center
Attn: Alex Jones
120 W. Jefferson, 2nd Floor
Springfield, IL 62702

TSR Questionnaire

1. Do you currently need to have yellow TSR copies returned to you?
_____ Yes _____ No

2. If “yes” - provide a brief statement describing how you use the copies in your work:

3. Do you currently have access to MOINES?
_____ Yes _____ No

4. If “no” - are you interested in obtaining MONIES access to monitor the status of your agency's orders?
_____ Yes _____ No

5. If CMS changes its processes and no longer returns yellow copies, what is the overall impact to your operations?
